2010 CENSUS
U.S. DEPARTMENT OF COMMERCE
U. S. Census Bureau
New York Regional Census Center

THIS IS AN AMENDMENT TO RECRUITING BULLETIN #NY-AMT-09-18
This amendment reflects the following changes to the above bulletin:
Changed Closing Date From:

June 12, 2009
To
June 30, 2009

Assistant Manager for Technology (AMT)

OPENING DATE: May 11, 2009   **Recruiting Bulletin No. NY-AMT-09-18**
CLOSING DATE: June 12, 2009   **Number of Vacancies: SEVERAL**

EXCEPTED SERVICE APPOINTMENT: Schedule A Appointment, not-to-exceed one year, with the possibility of a one-year extension.

AREA OF CONSIDERATION, DUTY LOCATION AND PAY RATE: You must be a U. S. Citizen **residing in the county for which you are applying. (See chart on "How to Apply" on the website for a listing of locations and pay rates).**

WHO MAY APPLY: Anyone residing in the area of consideration (see above).

WORK SCHEDULE: This is a temporary Full-time position. The incumbent of this position is covered by the mixed-tour employment program.

DUTIES: Assistant Manager for Technology (AMT): Incumbent is responsible for managing automation functions in the LCO. Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the LCO and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager and provides technical guidance and support to Assistant Managers at the LCO, in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assuring that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed trains, or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff. The incumbent is responsible for the paper and automated tracking of property

management to include: ensuring necessary forms are accurately filled out; property management systems are updated; and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct on-site LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit /Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers. Supervises and performs troubleshooting duties by identifying problems with hardware or software and solves the problems when possible. For unresolved problems, records pertinent details about the problems, communicates them to the RCC Support Staff and resolves the problems by following instructions from the RCC. Works closely with the RCC Support Staff to develop solutions to problems. Works with the FLD Data Collection Automation (FDCA) Help Desk to obtain technical guidance. The incumbent will troubleshoot and maintain desktops configured with Microsoft Windows XP operating system. The incumbent will provide first-line support for various products, such as, MS Office 2007 and Microsoft Works v.9. Manages trouble-shooting of complex MCE hardware and software problems that could not be solved by field staff that use MCEs for automated data collection. Manages trouble-shooting of other automation problems related to systems, hardware, software, and telecommunications. Uses judgment in the management of trouble-shooting activities and schedules support staff for expected peak activity periods to manage the handling of incoming problems. Ensures that problem resolutions are timely and within quality guidelines.

QUALIFICATIONS: To qualify for the Assistant Manager for Technology position, all applicants **MUST**

1) Pass a written management test; and

2) Have at least the minimum experience in each of the three areas contained in the **Evaluation Criteria Statement**. Your experience for all three must be at least at the level described as "c" in the attached Evaluation Criteria Statement for the **Assistant Manager for Technology**. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria Statements in **Attachment A,** select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must chose one of the lower levels that you do meet in full.

HOW TO APPLY: See "How to Apply for LCO Management Positions" on the website for detailed information on the application process

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Attachment A

Applicant Name_____(Print)   County/Duty Station_____

Applicants must complete the form below addressing each of the following and submit with Application.

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR TECHNOLOGY	
COLUMN A	**COLUMN B**
Applicants <u>are required</u> to answer each of the three questions below in Column A by circling the best response <u>and</u> supporting that response in Column B.	**Applicants are also required to complete the following.** 1. Indicate the job from your attached resume or other application form that verifies the answer you selected. <u>**OR**</u> 2. Write in the space below your experience that supports your answer. In addition to listing your experience, you **<u>must include</u>** the employer's name and address, the title of the position, and the dates of employment.

1. Describe your experience managing automation functions to support field data collection activities and administrative programs. (Circle the appropriate letter.)
    a̶.̶ I have experience managing an automation operation for **<u>all</u>** of the following: field data collection activities, production, **<u>and</u>** administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, **<u>and</u>** systems for tracking and managing property. Additionally, I have experience troubleshooting complex automation related problems and implementing solutions to correct any deficiencies.
    b̶.̶ I have experience managing an automation operation for **<u>at least one</u>** of the following: field data collection operations, production **<u>or</u>** administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices. I have experience resolving routine automation related issues.
    c. I have experience working in an automation environment and troubleshooting automation related issues.
    d. My experience is less than what is described above.
	Response must support answer circled in Column A.

2. Describe your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff. (Circle the appropriate letter.)
 	
    a. I have experience with **both** of the following: managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s)); **<u>and</u>** managing the implementation of solutions to correct complex problems regarding automation operation.
    b. I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.
    c. I have experience working in an automation environment and troubleshooting automation related issues.
    d. My experience is less than what is described.	

Attachment A

Applicant Name_____(Print)   County/Duty Station_____

Applicants must complete the form below addressing each of the following and submit with Application

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR TECHNOLOGY	
COLUMN A	**COLUMN B**
3. Please select the answer that best describes your experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization. (Circle the appropriate letter.) a. I have experience communicating automation-related issues to multiple levels of staff including managers. This includes communicating and resolving technical and non-technical automated related issues. I have experience providing training to automation and other organizational staff. b. I have experience communicating automation-related issues to subordinate staff. I have experience providing training to subordinate staff. c. I have experience working on a help-desk to resolve automation issues for staff. I do not necessarily have any experience training individuals or groups, but would be comfortable speaking in front of groups of employees. d. My experience is less than what is described above.	*Response must support answer circled in Column A.*